

Newsletter for the Copeland Area

Issue 3
6 April 2020

This is the third edition of a weekly newsletter aiming to give information, advice, guidance and details of useful contacts during these challenging times. Daily updated information is available on the Cumbria County Council website:

<https://cumbria.gov.uk/coronavirus/>

COVID-19 EMERGENCY SUPPORT HELPLINE

Only for people at high risk of becoming seriously ill as a result of COVID-19, who do not have support available from friends, family or neighbours and are struggling for food, medicines or other essential supplies.



SUPPORT EACH OTHER
#TogetherWeCan

0800 783 1966
COVID19support@
cumbria.gov.uk

**Full details can be found
online at cumbria.gov.uk**

Provided by Cumbria County Council and partners including District Councils, CVS, Cumbria Community Foundation, community and voluntary sector, and private sector.

Local Government information

Cumbria County Council

Emergency Support Helpline

Emergency Support Helpline for vulnerable people needing urgent help with food, medicines and essential supplies

Cumbria County Council and partners have launched an emergency support service and 6 welfare coordination Hubs for people at high risk of becoming seriously ill, as a result of COVID-19, and who do not have support available from friends, family or neighbours. If they have no alternative support, these people will now be able to call the Freephone number to request help with getting food, medicines, essential supplies and home deliveries.

Ways to get in touch:

Phone - The emergency telephone support helpline is **0800 783 1966**.

Online - COVID-19 online support form.

Email your request for help to **COVID19support@cumbria.gov.uk**.

The telephone 'call' centre will operate Monday to Friday 9am to 5pm and 10am to 2pm at weekends.

The helpline is there to support those who are shielding or are 'high risk' and includes people over 70 years old, pregnant women and those with underlying health conditions who should be protecting themselves by staying at home. The majority of these people will already be receiving support from family, friends or local voluntary groups with tasks like shopping or collection of medicines if they require it. But we know that a small number of people will not have this support. The helpline will also accept referrals from members of the public who may be concerned about people in their community.

Childcare and Learning Hubs

The Childcare and Learning Hubs have been set up during the period of lock down to ensure key workers and vulnerable children can access childcare and learning, who are eligible to attend a school or child care setting. A total of 41 schools across Cumbria and nine early years' settings are confirmed now to be up and running. These are operating as a community of schools, staffed by teachers, volunteers and other school staff from across the county.

The Hubs will provide childcare and some learning activity. The schools and child care settings operating as hubs will have the support of the catering and facilities services to ensure cleanliness and that there is a full meals service.

The children of key workers are eligible to attend if childcare cannot be provided by other means.

The main categories of key worker are:

- Health and social care; childcare and education; key public services; local and national government; food and necessary goods; public safety and national security; transport; utilities.

The Department for Education provides more detail for some of these categories about would count as a critical worker.

A vulnerable child is someone who:

- Has a social worker and those with education, health and care (EHC) plans; this includes children in need, children who have a child protection plan and those who are looked after by the local authority.

A dedicated webpage was launched on Friday March 27 containing the list of hubs currently available to parents. Parents who have not registered with a hub will be signposted to a webpage where they need to register a requirement for childcare.

<https://cumbria.gov.uk/coronavirus/serviceupdates.asp>

Free School Meals

The Department for Education has developed a national scheme to provide supermarket vouchers. The scheme awards each eligible child £15 per week, and operates during term time only.

The following supermarkets are currently participating in the scheme (the government are looking to extend this):

- Morrisons
- Tesco
- Sainsbury's
- Asda
- Waitrose
- M&S

The scheme is restricted to pupils in receipt of benefits-related free school meals. Vouchers should be made available to the adult with caring responsibility for that child.

The scheme will also be extended to pupils who become eligible for benefits-related free school meals as a result of the economic fallout the Covid-19 outbreak.

Once the school has confirmed a child is eligible they can either:

- send an 'eCode' directly to the parent or carers of the pupils(s) eligible for free school meals - they will need to choose an eGift card from a range of supermarkets
- select an eGift card on the parent or carer's behalf, and print and post the eGift card to them

Copeland Borough Council

Our services are running as normal, wherever possible. However, we have been forced to make a number of changes:

- All Copeland offices are closed to the public and a wealth of information can be found on this website and through our social media channels.
- The Beacon Museum and Portal, Whitehaven, are closed until further notice.
- Markets in Whitehaven, Cleator Moor and Egremont are suspended until further notice.
- Our garden waste collections are suspended. Those who have paid for a second garden waste collection will receive a full refund.
- Individual households' missed waste bins will be collected within five working days. If all or part of a day's collection round has been delayed and we need to advise a whole area of a different collection day, we will share the information here: <https://www.copeland.gov.uk/delayed-recyclingwaste-collections>. We are unable to return for missed recycling collections at this time.
- We have suspended deliveries of replacement bins/bags/boxes.
- Our Building Control team has adjusted the way it conducts site visits, and is restricting visits to two days per week (Tuesdays and Thursdays). For full details, please email building.control@copeland.gov.uk.
- We are asking residents and businesses to contact our Planning department by email only, at devcontrol@copeland.gov.uk. For more information on our planning services during the outbreak, click here: <https://www.copeland.gov.uk/attachments/planning-services-during-covid-19>

While our household waste and recycling collection service is operating as normal, we are asking for the public's support in a number of ways to ensure that it can continue. For more information, click here: <https://www.copeland.gov.uk/waste-arrangements-during-covid-19>

Cumbria Library Service

Although libraries remain closed, Cumbria Library Service offers a wide range of online resources:

- **Cumbria Image Bank** - is a collection of digital images created using original material from Cumbria County Council Libraries and Archives. You can view 25,000 images dating back to the mid eighteenth century covering the whole of Cumbria.
- **Borrowbox** - Cumbria Library Service members can borrow up to 6 eBooks and 6 eAudiobooks at any one time, from a range of fiction, non-fiction, children's and young adult titles for up to 3 weeks - all for free, by using the secure Borrowbox service. <http://library.bolindigital.com/cumbria>

- **Pressreader** - offers unlimited access to local and international publications - 2,000 newspapers and magazines. 100 Countries. 60 Languages. Download your favorite newspapers and magazines to your personal tablet or smartphone. Unlimited access to local and international publications - 2,000 newspapers and magazines. 100 Countries. 60 Languages. Download your favorite newspapers and magazines to your personal tablet or smartphone.
- **Find My Past** - Full access to England, Wales and Scotland census records, easy-to-search birth, marriage and death records, the UK's largest collection of parish records, historical British newspapers and much more. During this period Find My Past will be accessible from your home. Please email whitehaven.library@cumbria.gov.uk with your name and library card number and you will be contacted by a member of library staff.
- **Universal Skills** – If you have to apply for Universal Credit, check out our online resource, Universal Skills, which will support and guide you through it. Universal Skills is a step-by-guide which includes help files to ensure that users fully understand the application process. To access it, go to the 'Universal Skills' section on our webpage: https://www.cumbria.gov.uk/libraries/online_resources/encyclopaedia_ref_dictionaries.asp and use your Library card number to login when prompted. If you don't have a library card, don't worry, as you can still access Universal Skills by using the code **cumb123**

Information can be found at www.Cumbria.gov.uk/libraries Borrowbox and Pressreader will require members to have their library card and pin number. **If members do not have their PIN number to access these resources, they can email libraries@cumbria.gov.uk with their Library membership number.**

If you are not currently a library member and would like to join so that you can access these resources, you can take out a temporary membership.

For new members, to set up your temporary membership visit www.cumbria.gov.uk/libraries/services/membserv.asp. Once you are on that page, click Log In, complete the form and submit it. You will then be emailed your temporary membership number, and you can access the digital library services.

Trading Standards – Scams

Unfortunately, scammers are taking advantage of the spread of Coronavirus to exploit and play on the fears of consumers across the country.

There have been an increasing number of reports of potential scams which could affect you. We want to make sure that whilst you may be self-isolating and spending more time at home, you do not become a victim.

To report a scam please contact **Action Fraud** on **0300 123 2040**.

For all consumer advice please contact the **Citizens Advice Consumer Helpline** on **0808 223 1133**

SCAM WARNING

ActionFraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk

Coronavirus-related frauds increase by 400% in March

Between 1st February 2020 and 18th March 2020, Action Fraud has received **105 reports** from victims of coronavirus-related frauds, with losses totalling close to **£970,000**. The majority of the reports are related to online shopping scams where people have ordered protective face masks, hand sanitiser, and other products, which have never arrived. We have also received over **200 reports** about coronavirus-themed phishing emails attempting to trick people into opening malicious attachments or revealing sensitive personal and financial information.

Watch out for scam messages:

Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details

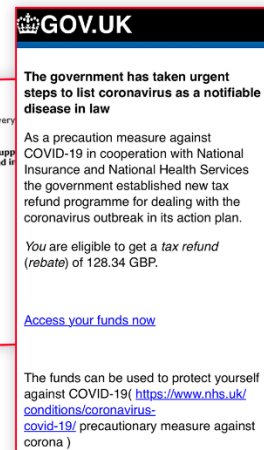
Shopping online: If you're making a purchase from a company or person you don't know and trust, carry out some research first, and ask a friend or family member for advice before completing the purchase. Where possible, use a credit card to make the payment, as most major credit card providers insure online purchases.

Protect your devices from the latest threats:

Always install the latest software and app updates to protect your devices from the latest threats.

SCAM WARNING

ActionFraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk



These phishing emails were reported to Action Fraud

How to spot a loan shark

-  No paperwork such as a credit agreement or record of payments
-  Extortionate interest rates and refuse to give you information about the loan
-  They might get nasty and threaten you if you fall behind on payments

Report - 0300 555 2222

STØPLOANSHARKS
Intervention . Support . Education



**Stop Loan Sharks
helpline is open 24/7
Get advice and support**

0300 555 2222

STØPLOANSHARKS
Intervention . Support . Education

Public Health Information

Mental Health and Mental Wellbeing Partnership

The COVID-19 - Cumbria Population Mental Health and Mental Wellbeing Partnership draws your attention to the UK Government/PHE Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19) – please see link below:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19#where-to-get-further-support>

In addition the partnership recognises that in the current very challenging circumstances there may be people whose struggle with their mental wellbeing may lead them to consider suicide. If you are interested in Suicide Prevention please undertake the 20 minutes free e-learning training developed by the Zero Suicide Alliance ‘Suicide – let’s Talk’ by following this link:

<http://www.zerosuicidealliance.com/training/>

This on-line training is freely available to anyone.

Royal Society for the Prevention of Accidents

Prevent accidents. Protect your family. Help the NHS. @RoSPA has advice and information at www.rospace.com/AccidentFree #AccidentFreeAvoidAandE #StaySafeAtHome #StayHomeStaySafe



Together We Can

Cumbria #TogetherWeCan is a campaign bringing you positive stories and information from across the county, lifting morale and showcasing the efforts of people responding to the outbreak of #COVID19 #Coronavirus.

Twitter: @TogetherCumbria <https://twitter.com/TogetherCumbria>

Instagram: @TogetherCumbria <https://www.instagram.com/togethlercumbria>

Facebook: @TogetherCumbria <https://www.facebook.com/TogetherCumbria>

General mental wellbeing advice from Suicide Prevention Network

- Mind – Coronavirus and your wellbeing: <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>
- Samaritans – If you're worried about your mental health during the coronavirus outbreak: <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>
- Mental Health Foundation – Looking after your mental health during the coronavirus outbreak: <https://mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>
- PHE Every Mind Matters – 10 tips to help if you are worried about coronavirus: <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>
- World Health Organisation – Mental health and psychosocial considerations during COVID-19 outbreak: <https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf>

Cumbria Action for Health

The Cumbria Action for Health Network is a network for voluntary and community organisations that provide health and care support across the county. It's also a useful source of information for our public sector colleagues. We send out regular news bulletins – providing up-to-date

information on local health related services across the county (especially in light of Covid-19) including new ways of working, suspension of local services and much more.

To keep informed, please either join the network mailing list:

<https://cumbriacvs.org.uk/giving-you-a-voice/cumbria-action-for-health/>

Together We Talk

Together We Talk provides 1:1 and group mental health support, counselling and low intensive CBT via telephone, video, text and email.

We have specific training on managing anxiety stress and mental health issues that may arise from COVID-19 outbreak, as well as offering support to those with ongoing mental health problems whether mild or severe in nature.

We help anyone aged 11-65+ years and can be accessed by calling **08081 961 773** or emailing referral@togetherwe.co.uk, or texting **07969497258**.

Visit the website for more information: <http://www.togetherwe.co.uk/>

Bereavement support

Cruse have dedicated content on their site <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>, there is general guidance on the NHS.UK website <https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/> and Age.UK has some information on coping with bereavement <https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/bereavement/> and arranging a funeral <https://www.ageuk.org.uk/information-advice/coronavirus/arranging-a-funeral--coronavirus-advice/>.

The Child Bereavement Network has published this information <http://www.childhoodbereavementnetwork.org.uk/covid-19.aspx>

Government launches Coronavirus Information Service on WhatsApp

The service will provide information on topics such as coronavirus prevention and symptoms, the latest number of cases in the UK, advice on staying at home, travel advice and myth busting.

To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

Recovery College Online

Coping During the Pandemic for Young people (13 - 18)

This course has been written for young people aged 13 -18 as a way of learning about the global COVID-19 pandemic.

They will learn helpful information about what the new virus is, how to stay healthy and do their best not to pass it on, how they might feel about it, things to do at home and how they can help yourselves.

The course is free to access for everyone. You can access here:

<https://lms.recoverycollegeonline.co.uk/course/view.php?id=376>

People First Chat + Check Service launched

People First have launched a chat + check service for people with learning difficulties and/or autism.

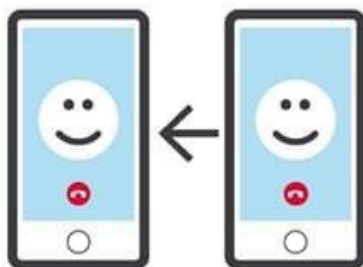
We are People First.



People First NEW Chat+Check Service for people with learning difficulties and/or autism - Covid-19.



At People First we are doing our best to support people in need during this difficult time.



We want to help people stay safe and healthy and not feel alone. We are setting up a new telephone Chat+Check service for people who have learning difficulties and/or autism who need some support.

For more information contact
chris.tolley@wearepeoplefirst.co.uk
07763 546116



We will have regular calls with people who need support. We want people to know that we are here to talk to.




If you know someone who could benefit from this service please contact us on the details above with the name and contact details of the individual in need of support.



wearepeoplefirst.co.uk

Take care. Stay Safe.

Family Action FamilyLine Available

Family pressures can sometimes be difficult to manage without emotional support and guidance to help. FamilyLine offers access to a team of trained volunteers, with the knowledge and experience of family issues, to support service users via telephone, text, web chat and email.



FamilyLine

Family pressures can sometimes be difficult to manage without emotional support and guidance to help. Many people feel confused by what information is available or struggle to access services close to home.

How it works

We use a team of trained volunteers with the knowledge and experience of family issues to support service users via telephone, text, web chat and email.

We are here to provide a listening ear, answer particular parenting questions or help with guidance around more complex family issues. We can also provide longer-term support through regular sessions with our Befrienders and Counsellors. All support takes place via telephone, text message, web chat or email and is free: familyline@family-action.org.uk

How to access the service

Our free FamilyLine service tackles these issues in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.

The service aims to:

- **provide both immediate and long-term support**
- **help with practical information and guidance**
- **provide emotional and listening support**
- **help with understanding and accessing relevant services and information**
- **provide regular one-to-one befriending support to service users feeling isolated**
- **access to short term telephone counselling**
- **a referral into our many projects across England and Wales, where relevant**

Opening times: Monday to Friday, 9am to 3pm and 6pm to 9pm

Contact details:
Telephone: 0808 802 6666
Text message: 07537 404 282
Email: familyline@family-action.org.uk

Local Support Groups

Social Media Groups

A number of social media groups are offering help and support at a local level; you may wish to search for and follow on Facebook:

**Around the Combe
Frizington COVID19 Support
Cleator Moor Covid Support Group
Egremont (Cumbria) Covid-19 Mutual Aid
Moresby Parks Covid-19 Mutual Support
West Cumbria Covid-19 Mutual Aid
Healthy Hopes Cumbria
Distington ARL & CASC
Distington Action Against Hunger
Mirehouse Matters
Cumbria Lake District COVID Awareness**

Volunteering in your community

Vulnerable people and elderly people in your community who are social distancing or self-isolating may need the support of volunteers - could you help?

Support Cumbria are looking for volunteers of all levels to support local charities and organisations in local communities.

You might have specific skills to offer or may want to help with tasks like shopping, dog walking, collecting prescriptions or other help.

Go to www.SupportCumbria.org.uk to register as a volunteer or to register a volunteer group.

Information for Local Support Groups

Active Cumbria

Sport England Funding

This funding will help Sport England partners, clubs and community organisations cope with the short and long-term impact of the pandemic.

This support includes:

A £20 million Community Emergency Fund, which will be opened immediately for clubs and community organisations to bid into. Grants between £300 and £10,000 are available
A £5 million pot for existing partners to bid into if they're facing specific financial difficulty
An additional £55 million to support our sector during an ongoing period of restrictions, to fund new and innovative ways to keep people active and, when the period of restrictions is over, to help organisations get back to business and adjust to a different environment

You can find out more, including eligibility criteria and how to apply, here:

<https://www.sportengland.org/news/195-million-package-help-sport-and-physical-activity-through-coronavirus>

Charities Aid Foundation Funding

The Foundation has launched a rapid response Fund to help smaller charitable organisations affected by the impact of Covid-19.

Grants of up to £10,000 will help these organisations to continue to deliver much needed support to our communities across the UK.

This support is available to organisations with a charitable purpose and charitable activities, which had income of £1million or less in their last financial year.

Eligible charities can apply for up to £10,000 to support day to day activities in the current health emergency or Covid-19 emergency response activities.

To check out the eligibility criteria and how to apply here:

https://www.cafonline.org/charities/grantmaking/caf-coronavirus-emergency-fund?utm_source=Twitter&utm_medium=socialorganic&utm_campaign=GENCAMCV D1920

Cumbria CVS

If your voluntary / third sector / social enterprise / not for profit / established community group needs help with sourcing and / or applying for funding to deliver different services or deliver your services differently, to meet the needs of your community in response to the Covid-19 pandemic please get in touch with CVS as we have staff to help. If you have access to e-mail please e-mail cvsfunding@cumbriacvs.org.uk. If you do not have access to e-mail then please call **(01768) 800350**

www.cumbriacvs.org.uk/coronavirus

<https://knowhow.ncvo.org.uk>

Arts Council England COVID-19 Support:

Arts Council have created an emergency funding package to support organisations and individuals working in the cultural sector during the COVID-19 crisis. They have re-purposed all of their investment strands to be able to offer £160 million support for

individuals, smaller organisations that are not regularly funded and NPOs. Their emergency funding streams will be open to applications very soon. Details here: <https://www.artscouncil.org.uk/advice-and-guidance-library/covid-19-support>

Cumbria Community Foundation – Covid-19 Response Fund

Copeland Community Fund has supported Cumbria Community Foundation in establishing a fund to support charitable groups to support vulnerable people affected by Coronavirus (Covid-19).

Funding will be available to:

- support existing voluntary and community groups to adapt and expand their activities to support people affected by the Coronavirus pandemic
- support new groups established to respond to Coronavirus

Full details are available on the Cumbria Community Foundation website:

<https://www.cumbriafoundation.org/fund/covid19-response-fund/>

Prince's Countryside Fund

Rural Response Emergency Grants Programme

The Prince's Countryside Fund is inviting applications for emergency funding from farming and rural community support groups, who are providing assistance to counter the effects of isolation during the Coronavirus pandemic.

With thanks to Players of People's Postcode Lottery, groups can apply for grant funding of up to £2,500 if they:

- are providing emergency relief to vulnerable or isolated individuals or;
- are providing support to farmers and farm businesses affected by the Coronavirus pandemic or;
- are helping rural or farming communities to cope with the Coronavirus pandemic

£100,000 total is available in this first round of funding. The Fund will assist projects that support farm businesses or other rural businesses and rural communities. This may include, but is not limited to, volunteer and fuel costs for grocery and prescription delivery from rural community shops, pubs, and hubs; costs associated with emergency support by farm and agricultural support groups; or rural foodbanks and food delivery services.

See details and apply here: <https://www.princescountrysidefund.org.uk/grant-giving-programme/grant-programme>

Suicide and Self-harm Prevention

£50,000 from NE&NC Suicide prevention transformation funding is now available. This funding will be a restricted pot of money to be spent in North Cumbria only on services that meet the following criteria.

The NE&NC Suicide Prevention Network has allocated funding for those most affected by the coronavirus (COVID-19) pandemic. We are committed to supporting organisations and community groups who are looking after those who are isolated and vulnerable within our communities.

Isolation and loneliness can be detrimental to our mental health and is one of the underlying factors which can result in the loss of a life through suicide. We want to reduce the impact of this pandemic and support groups whose work addresses the following objectives;

- Enhancing wellbeing and building resilience to Mental Health problems in local communities
- Promoting Positive mental Health in local communities
- To increase the community-based support for those at risk of self-harm or suicide including in high risk groups (those who are vulnerable and self-isolating).

Online training on self-harm and suicide prevention awareness and safety planning will be made available to organisations

Neighbourhood Watch

Free Public Liability Insurance for Groups

Cumbria Neighbourhood Watch Association has organised free Public Liability Insurance for groups involved in Covid-19 community support.

Information can be found here <http://www.cumbriaaction.org.uk/What-We-Do/Community-Emergency-Planning> (scroll down the webpage to Cumbria Neighbourhood Watch Insurance offer for Emergency planning groups).

To receive insurance, as well as being a Neighbourhood Watch member, you must have an emergency plan and complete a risk assessment (templates can be found on the same webpage).

Community Groups for now and the future

If you are looking to set up a more formal, coordinated and permanent group to support your community now and in the longer term, you can do this by growing your neighbourhood watch scheme and/or by creating one of both of the following:

Good Neighbours Scheme to link people up who need help with member of the community who would like to help.

Community Emergency Plan - so that communities and households are prepared for times of crises such as extreme weather conditions.

Please see ACTs website <http://www.cumbriaaction.org.uk/> for further details.

Volunteers and Car Insurance Statement from ABI

NHS Volunteer Responders and others who are volunteering to help their communities during the coronavirus outbreak do not need to contact their insurer to update their documents or extend their cover, the ABI have said. The reminder comes as over half a million people have signed up to be NHS Volunteer Responders.

If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.

<https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/>

Cumbria CVS

Cumbria CVS is helping local organisations apply for funding in response to COVID-19. This support includes funding advice, setting up a new group and recruiting volunteers to deliver services. If you would like support with funding applications or with setting up a new group, email cvsfunding@cumbriacvs.org.uk or call **01768 800350**. For volunteer enquiries please email info@cumbriacvs.org.uk or call **01768 800350**.

Cumbria CVS have also collected and produced some useful resources to provide support to those volunteering, including:

- Some useful national resources and information that has been produced for Informal Groups of Volunteers: <https://covidmutualaid.org/resources/>
- COVID-19 Guidance for Volunteers supporting others in your community during https://cumbriacvs.org.uk/wp-content/uploads/2020/03/CRG-COVID-19-Guidance-for-Volunteers_Shopping.pdf?utm_source=Cumbria%20Community%20Foundation&utm_medium=email&utm_campaign=11447842_April%20Newsletter&dm_i=1T5G,6TD7M,H03URA,RAKKM,1
- How you can help make a difference in your local community - Top Ten Tips: https://cumbriacvs.org.uk/wp-content/uploads/2020/03/10-ways-to-help-your-Community-ACT-factsheet.pdf?utm_source=Cumbria%20Community%20Foundation&utm_medium=email&utm_campaign=11447842_April%20Newsletter&dm_i=1T5G,6TD7M,H03URA,RAKKM,1

- Volunteer Guidelines for use by those volunteering informally:
https://cumbriacvs.org.uk/wp-content/uploads/2020/03/Covid-19-Basic-Volunteer-Guidelines-Cumbria-CVS-23032020.pdf?utm_source=Cumbria%20Community%20Foundation&utm_medium=email&utm_campaign=11447842_April%20Newsletter&dm_i=1T5G,6TD7M,H03UR A,RAKKM,1

Cumbria CVS also have four helpful animated videos available on its website and YouTube channel as follows:

- Safeguarding: <https://www.youtube.com/watch?v=mMt0LJdmsnc>
- Keeping safe when volunteering during COVID-19:
<https://www.youtube.com/watch?v=uorQm4ChMUs>
- Advice for supporting your volunteers:
<https://www.youtube.com/watch?v=nH8mck14iYs>
- Tips for telephone befriending: <https://www.youtube.com/watch?v=jTOxctsDKoY>

Safeguarding and DBS Checks

Government has published a factsheet on safeguarding and DBS checks for community volunteers that provides reassurance that DBS checks are unlikely to be required for many community volunteer roles. The link to the full factsheet is below, with a key section below.

<https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs>

Transport

Key Worker Northern Timetables

We have been advised by Northern that they will be running an amended “Key Worker” timetable. Where trains are unavailable, replacement road transport will be provided. Northern has reiterated the Governments advice that you should avoid non-essential public transport use and try to avoid rush hour, varying your usual travel times to prevent crowding and if possible, work from home.

Northern Key Worker Timetables Link:

<https://www.northernrailway.co.uk/key-worker-timetables>

Bus Pass Changes

Older and disabled people will be able to use their bus passes before 9.30am on weekdays for free travel in Cumbria. Cumbria County Council is changing the current rules on concessionary

passes in the county to help older and vulnerable people access the early priority shopping hours provided by supermarkets. The change will initially apply until the end of July 2020.

Changes to Bus Services Across Cumbria- Update

Stagecoach will introduce revised timetables on most routes from Monday 30th March. These are based on Sunday timetables, but with enhancements in the early morning and in some cases early evening, to cater for those who still need to travel to work.

The new timetables are now available on the County Council website
www.cumbria.gov.uk/buses

You can also keep up to date with all changes to bus services by visiting:
<https://www.cumbria.gov.uk/buses/news/>

Funding and Financial Support

Citizens Advice Copeland

Citizens Advice Copeland are no longer offering face to face appointments. They can be contacted by email: advice.copeland@gmail.com or by telephone: **01946 693321** on Mondays, Tuesdays and Thursdays between 10:00 and 13:00.

For more information please contact <https://citizensadvicecopeland.org.uk/>

Whitehaven Egremont & District Credit Union

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. For more information please contact: **01946 66755**, Email: info@wedcu.co.uk or visit the website <https://wedcu.co.uk>

Affinity Credit Union

A credit union is a financial co-operative owned and run by its members offering an accessible saving facility and affordable interest loans. For information please contact: **01946 817508**, email: info@affinitycu.co.uk or visit the website: www.affinitycu.co.uk

DWP - Coronavirus support for employees, benefit claimants and businesses

Information about coronavirus and claiming benefits can be found at:
<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

You can follow DWP on:

Twitter – [www.twitter.com/dwppressoffice](https://twitter.com/dwppressoffice)
Facebook – www.facebook.com/dwp
LinkedIn – www.linkedin.com/company/dwp
YouTube – www.youtube.com/dwp

Electricity North West

Self-isolating households may be unable to top up pre-pay electricity or gas meters, so the Department of Business, Energy & Industrial Strategy have made a press announcement outlining the commitment of suppliers to ensure people are not left off-supply.

<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

Food and Shopping Advice

Asda

Volunteer Shopping Card

Let's make tough times that little bit easier ...

Not being able to get to the shops for your essentials is hard. Especially in the current situation. That's why we've created the Volunteer Shopping Card, the cashless - and less stressful - way for people to help get the shopping in. Ideal for those who might be self-isolating, older or medically vulnerable, the Volunteer Shopping Card provides a contactless, safe and secure way to allow others to shop for them.

If you have to stay at home

The Volunteer Shopping Card is great because it's easy to:

- buy online
- send to your volunteer or print and leave for them in a safe place
- stay secure—no bank or credit card details are exchanged
- be safer as you're not handing over cash
- Can be topped with extra funds online

If you're volunteering

The Volunteer Shopping Card is ideal because:

- you're not exchanging cash
- you're still able to help, whilst minimising risk for you both
- you don't need to know the person's bank or credit card details
- you can use the card contactlessly in-store using a barcode

How it works

The Volunteer Shopping Card can be bought easily online

It can then be emailed to the volunteer or printed out and left in a safe place for the volunteer to pick up

The volunteer then shops using the card, makes the payment using the barcode in store, and leaves the shopping in a safe place

So easy, so why not try it today! Get your Volunteer Shopping Card NOW:

<https://cards.asda.com/the-volunteer-shopping-card>

North Lakes Foodbank

All Centres will be open until Thursday this week. Foodbank Centres will be closed on Good Friday (10th April) and Easter Monday (13th April) – This affects Wigton, Workington, Egremont, Maryport & Whitehaven on the Friday and Workington and Whitehaven on the Monday. The normal opening pattern resumes on Tuesday 14th April.

Lunchpacks 4 Kids food bags are still available for those with pink vouchers from schools if they were not collected last week.

This week's appeal is for:

- **1ltr UHT Fruit Juice**
- **Jam (NOT Homemade)**
- **1 ltr UHT Milk**
- **Sponge Pudding**
- **Tinned Rice Pudding**

Collection points can be found participating supermarkets including: Asda, Booths, Co-op, Morrison's, Sainsbury's, SPAR and Tesco. (Please note - you can deposit food from any supermarket at these collection points, the food does not have to be purchased from that particular store)

More information can be found at: <https://www.thefoodbank.org.uk/>

Useful Links

Cumbria Action	www.cumbriaaction.org.uk/News-Events/News
Cumbria County Council - Coronavirus (COVID-19) latest information	https://cumbria.gov.uk/coronavirus/
Information for new groups from Information Commissioners Officer	https://ico.org.uk/about-the-ico/news-and-events/blog-community-groups-and-covid-19/
InterFaith	https://www.interfaith.org.uk/news/covid-19
New Government Guidance on funerals	https://www.gov.uk/government/news/new-advice-for-safe-funerals-after-discussions-with-faith-leaders
North Cumbria Integrated Care latest maternity guidance surrounding COVID-19 FAQ	https://www.ncic.nhs.uk/application/files/8815/8590/7136/Maternity_FAQs.pdf
Spiritual Care Resources for Religious Holidays	https://chaplaincyinnovation.org/wp-content/uploads/2020/04/Spiritual-Care-Resources-Final-4.2.20-2.pdf
Support for Businesses	https://www.gov.uk/government/news/coronavirus-covid-19-guidance-for-employees-employers-and-businesses
Telephone Tree Template	https://www.edenprojectcommunities.com/sites/default/files/car_-_phone_tree_template.pdf
Victim Support Cumbria	https://www.victimsupport.org.uk
World Health Organisation Healthy Parenting Resources	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting



HM Government



Coronavirus

Isolate your household

Stay at home

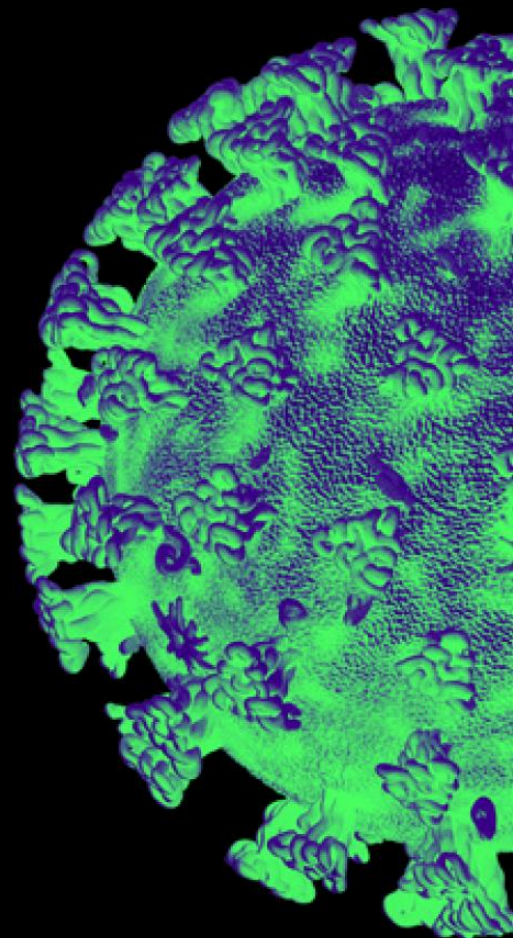
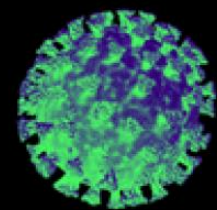
If you or anyone in your household has a high temperature or a new and continuous cough – even if it's mild

- ✔ **Everyone in your household must stay at home** for 14 days and keep away from others.
- ✗ **DO NOT** go to your GP or hospital.
- ✔ **Go to NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.

Find out how to isolate your household at nhs.uk/coronavirus

CORONAVIRUS

**PROTECT
YOURSELF
OTHERS &
THE NHS**





HM Government



CORONAVIRUS

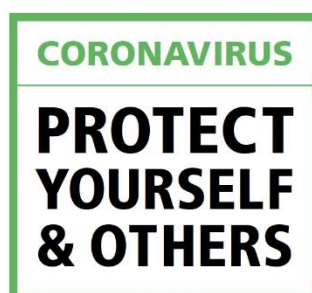
WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

**Use soap and water or a
hand sanitiser when you:**

Get home or into work

Blow your nose, sneeze or cough

Eat or handle food



For more information and the Government's
Action Plan go to **nhs.uk/coronavirus**

Safeguarding Adults Covid-19 for people who are self-isolating



We want to make sure that the **most vulnerable** are **safe** when they are self isolating. Here are some things to think about if you are offered, or need, support during this time.

Try to use **existing and trusted community groups**. If not, could a family member, friend or neighbour who you know and trust help?

Not sure? Don't answer the door
If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.



Contact us

If you are concerned that an adult is at risk of abuse or neglect please call:

Copeland and Allerdale - 0300 303 3589 Carlisle and Eden - 0300 303 3249

Furness and South Lakes - 0300 303 2704 Out of Hours 01228 526690

In an emergency, call 999

For concerns about a child, report to: cumbriasafeguardingchildren.co.uk



@cumbriasab



cumbriasab.org.uk